

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Comprehensive Psychiatric Services - Inpatient

Demographics

		Total Served CPS Inpatient Facilities ^a	Total Survey Returns ^b	Adult Acute Care	Adult Long-Term Care	Child/Adolescent Acute Care	Child/Adolescent Residential Care
SEX	Male	74.2%	76.8%	54.2%	86.2%	64.0%	62.2%
	Female	25.8%	23.2%	45.8%	13.8%	36.0%	37.8%
RACE	White	63.4%	61.8%	67.7%	57.2%	79.2%	77.3%
	Black	33.1%	27.1%	24.8%	29.9%	12.5%	15.9%
	Hispanic	1.2%	1.8%	1.5%	2.2%	0%	0%
	Native American	0.3%	2.3%	1.5%	2.9%	0%	0%
	Pacific Islander	0.2%	0.2%	0%	0.2%	0%	0%
	Other	1.9%	6.9%	4.5%	7.5%	8.3%	6.8%
AGE	0-17	8.1%	11.7%	0.8%	0.5%	100.0%	97.7%
	18-49	73.0%	71.1%	87.7%	77.5%	0%	2.3%
	50+	18.9%	17.3%	11.5%	22.0 %	0%	0%

^a The demographic statistics in the columns marked Total Served are based on the number of people served April 2001 according to DMH billing records.

^b The demographic statistics in the column marked Total Survey Returns are based on the survey returns.

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

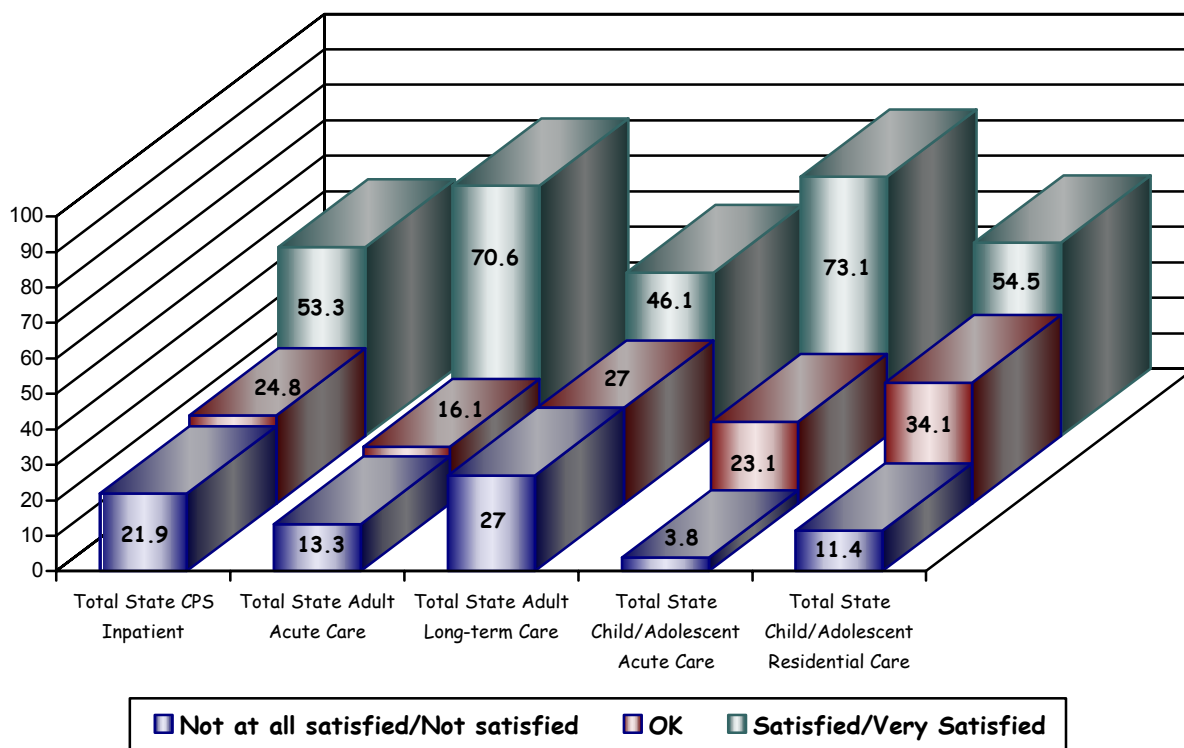
	Number Served April 2000	Number Forms Returned	Percent of Served Returned
Total CPS Inpatient	1851	681	36.8%
Adult Acute Care	612	154	25.2%
Adult Long-Term Care	1172	455	38.8%
Child/Adolescent Acute Care	69	27	39.1%
Child/Adolescent Residential	57	45	78.9%

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item.

	Overall State	Adult Acute Care	Adult Long-Term Care	Child/Adolescent Acute Care	Child/Adolescent Residential Care
Are you deaf or hard of hearing?	11.6%	7.3%	14.3%	8.0%	2.2%
If yes, do you use sign language?	27.5%	33.3%	26.3%	50.0%	0%
If you use sign language, did this agency use sign language without the help of an interpreter?	43.2%	50.0%	43.8%	0%	0%
If you use sign language and the staff did not sign to you, was an interpreter provided?	34.3%	40.0%	34.5%	0%	0%

Overall Satisfaction with Services: CPS Inpatient



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 53.3% of the consumers of the Division of Comprehensive Psychiatric Services (CPS) Inpatient program who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The consumers in the Child/Adolescent Acute Care program (73.1%) were more satisfied with services than the consumers in other programs.
- Consumers in the Adult Long-Term Care program were the least satisfied with services. Only 46.1% chose a "satisfied" or "very satisfied" rating.

Satisfaction with Services

How satisfied are you . . .	Total CPS Inpatient Facilities	Adult Acute Care	Total Adult Long-Term Care Consumers	Child/Adol. Acute Care	Child/Adol. Residential Care
with the staff who serve you?	3.55 (642)	4.08 (141)	3.36 (429)	4.11 (27)	3.38 (45)
that staff/treatment are helpful to you?	3.57 (641)	4.08 (143)	3.35 (426)	4.15 (27)	3.58 (45)
with how staff keep things about you and your life confidential?	3.62 (638)	4.01 (140)	3.47 (428)	4.23 (26)	3.52 (44)
that your treatment plan has what you want in it?	3.35 (627)	3.85 (137)	3.15 (419)	4.15 (27)	3.34 (44)
that your treatment plan is followed by those who assist you?	3.55 (629)	3.95 (139)	3.36 (418)	4.11 (27)	3.78 (45)
that the agency staff respect your ethnic and cultural background?	3.64 (621)	4.05 (139)	3.43 (412)	4.08 (26)	4.00 (44)
with the services that you receive?	3.49 (636)	3.93 (143)	3.28 (423)	4.15 (26)	3.70 (44)
that staff treats you with respect, courtesy, caring, and kindness?	3.53 (645)	4.03 (143)	3.35 (431)	4.15 (27)	3.39 (44)
that the environment is clean and comfortable?	3.60 (648)	4.15 (143)	3.44 (433)	3.93 (27)	3.18 (45)
that the meals are good, nutritious and sufficient amounts?	3.34 (645)	3.80 (145)	3.29 (428)	3.52 (27)	2.31 (45)
How safe do you feel . . .					
in this facility?	3.56 (643)	4.03 (145)	3.32 (427)	4.41 (27)	3.75 (44)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>					

Some of the key findings were:

- **Statewide, the people served by the Division of Comprehensive Psychiatric Services Inpatient programs reported that they were not satisfied with the services they received. All the statewide ratings were below a 4.00 ("satisfied").**
- **Consumers were most satisfied with the staff's respect of ethnic and cultural backgrounds (mean of 3.64) and least satisfied with the meals being good, nutritious, and in sufficient amounts (mean of 3.34).**
- **Across the four groups, the Child/Adolescent Acute Care consumers were the most satisfied with the services they received (mean of 4.15).**

Comparison by Gender in an Inpatient Setting

The analysis compared the responses of consumers by gender on the satisfaction survey items. Only one item showed a significant difference between male and female respondents. Females rated the content of the treatment plan significantly higher than males.

How satisfied are you...	Sex		Significance
	Male	Female	
that your treatment plan has what you want in it?	3.29 (438)	3.60 (135)	F(1,572)=5.61, p=.018
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

Comparison of Racial/Ethnic Background in an Inpatient an Setting

The analysis compared the responses of consumers by racial/ethnic backgrounds on the satisfaction survey items. On the average, Hispanic respondents were the most satisfied with services.

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with the staff who serve you?	3.64 (365)	3.52 (153)	4.00 (11)	3.08 (12)	3.13 (39)	F(4,579)=2.43, p=.047
that your treatment plan has what you want on it?	3.67 (356)	3.43 (150)	3.91 (11)	3.18 (11)	3.11 (38)	F(4,565)=2.72, p=.029
that the agency staff respect your ethnic and cultural background? (a)	3.75 (355)	3.53 (148)	3.90 (10)	3.30 (10)	3.09 (35)	F(4,557)=2.74, p=.028
with how safe you feel in this facility?	3.67 (365)	3.54 (152)	3.55 (11)	3.36 (11)	2.85 (39)	F(4,577)=3.73, p=.005
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between White and Other.						

Comparison by Age in an Inpatient Setting

The analysis compared the responses of consumers by three age categories: (1) youth less than 18 years of age; (2) young adults from 18 years of age to 49 years of age; and (3) older adults, 50 years of age and older. Youth under 18 years of age were most satisfied with the respect of culture and ethnic background and with safety in the facility. The older adults (50 years and older) were most satisfied with their food.

How satisfied are you...	0-17	18-49	50+	Significance
with how staff keep things about you and your life confidential?	3.80 (69)	3.66 (408)	3.33 (95)	F(2,571)=3.14, p=.044
that your treatment plan has what you want on it?(b)	3.73 (70)	3.38 (399)	3.09 (94)	F(2,562)=4.63, p=.010
that your treatment plan is followed by those who assist you?(a, b)	3.94 (71)	3.53 (402)	3.42 (93)	F(2,565)=4.09, p=.017
that the agency staff respect your ethnic and cultural background?(a, b)	4.09 (69)	3.63 (391)	3.40 (95)	F(2,554)=5.86, p=.003
with the services you receive?(a, b)	3.91 (69)	3.47 (407)	3.35 (96)	F(2,571)=4.27, p=.014
that the meals are good, nutritious and in sufficient amounts?(a, b)	2.82 (71)	3.40 (408)	3.52 (99)	F(2,577)=6.66, p=.001
with how safe you feel in this facility?(a, b)	4.01 (70)	3.53 (408)	3.39 (98)	F(2,575)=5.43, p=.005
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. Scheffe Post-Hoc significance at .05 or less (a) Interaction between ages 0-17 and 18-49. (b) Interaction between ages 0-17 and 50+.</p>				

Comparison by Current Living Situation

There were no significant differences either in the satisfaction with services or quality of life scales.

Comparison by Whether Resided in Residential Treatment

There were no significant differences either in the satisfaction with services or quality of life scales.

Comparison Across Programs

A comparison was made between the type of programs. Those in Child/Adolescent Acute Care were most satisfied with services.

How satisfied are you...	Adult Acute Care	Adult Long-Term Care	Child/ Adolescent Acute Care	Child/ Adolescent Residential Care	Significance
with the staff who serve you?(a, b, c)	4.08 (141)	3.36 (429)	4.11 (27)	3.38 (45)	F(3,641)=14.66, p<.001
with how much your staff know how to get things done?(a, c)	4.08 (143)	3.35 (426)	4.15 (27)	3.58 (45)	F(3,640)=15.76, p<.001
with how staff keep things about you and your life confidential?(a, c)	4.01 (140)	3.47 (428)	4.23 (26)	3.52 (44)	F(3,637)=7.97, p<.001
that your treatment plan has what you want on it?(a, c)	3.85 (137)	3.14 (419)	4.15 (27)	3.34 (44)	F(3,626)=13.07, p<.001
that the treatment plan is being followed by those who assist you?(a, c)	3.95 (139)	3.36 (418)	4.11 (27)	3.78 (45)	F(3,628)=10.43, p<.001
that the agency staff respect your ethnic and cultural background?(a, d)	4.05 (139)	3.43 (412)	4.08 (26)	4.00 (44)	F(3,620)=10.66, p<.001
with the services you receive?(a, c)	3.93 (143)	3.28 (423)	4.15 (26)	3.70 (44)	F(3,635)=11.99, p<.001
that the staff treats you with respect, courtesy, caring, and kindness?(a, b, c)	4.03 (143)	3.35 (431)	4.15 (27)	3.39 (44)	F(3,644)=11.85, p<.001
that the environment is clean and comfortable?(a, b)	4.15 (143)	3.44 (433)	3.93 (27)	3.18 (45)	F(3,647)=13.99, p<.001
that the meals are good, nutritious, and in sufficient amounts?(a, b, d, e)	3.80 (145)	3.29 (428)	3.52 (27)	2.31 (45)	F(3,644)=15.34, p<.001
with how safe you feel in this facility?(a, c)	4.03 (145)	3.32 (427)	4.41 (27)	3.75 (44)	F(3,642)=16.75, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p> <p>Scheffe Post-Hoc significance at .05 or less</p> <p>(a) Interaction between Adult Acute Care and Adult Long-Term Care. (b) Interaction between Adult Acute Care and Child/Adolescent Residential Care. (c) Interaction between Adult Long-Term Care and Child/Adolescent Acute Care. (d) Interaction between Adult Long-Term Care and Child/Adolescent Residential. (e) Interaction between Child/Adolescent Acute Care and Child/Adolescent Residential.</p>					

CPS Inpatient Subjective Responses 2001

What was liked Best about the Program

Many of the individuals who resided in facilities served by Comprehensive Psychiatric Services made positive comments about their care. Some of the salient remarks follow:

Staff:

Some consumers commented positively about the staff. *Day shift security aides are real respectful on G-6.* One person liked having *someone to talk to.* For another it was that *the staff play games with us.* Staff was seen as *very good and helpful.* One person believed they had a good relationship with the staff: *that staff and I have a good relationship.* Another stated *people try to help me.* A summary statement was: *Staff that practice common courtesy and respect me as who I am and that do not look down on clients and put themselves as better than the client.*

Treatment Staff:

Some mentioned the treatment staff. *The M.D. is very good most of the S.A. are very good.* The treatment staff was seen as *helping you out.* The *understanding and support* received from the *professional team* was also appreciated. The *care received* was appreciated by one of the respondents.

Treatment:

Different aspects of treatment were cited. For one it was that *adequate care and treatment are provided.* Another stated, *trying to help me with my treatment.* The *group therapy* was cited as the best part of the services. Yet another wanted help with *anger management.*

For some of the respondents, the best thing about the service was the medication. *To get medication for my mental illness.* In the same vein was the comment *Medications are prompt.* And similarly, *being able to have the right medications.* For one person it was that *information on medications is given more freely.*

Activities:

There were some who liked the activities. *Canteen days, recreational activities indoors and outdoors.* For another it was the *program and classes.* Some of the other activities cited included: (1) *the recreation and using the computer;* (2) *spring flings; festivals;* (3) *the time we get to spend outside and smoke breaks;* (4) *church;* (5) *informal tv;* (6) *classes;* (7) *schooling;* (8) *cookouts and church services;* (9) *fitness group;* (10) *going to the library;* (11) *class on basic skills;* (12) *movies*

Token System:

One person mentioned the token system. *Earning tokens to purchase privileges on the ward.* Several other respondents also cited this.

Choices:

The fact that one person could *wear my own clothes* was seen as the best part of the services they receive. Another person liked *that I can do what I want to do in the hospital*. Another choice cited was the *freedom to roam day room area*.

Food:

The fact that coffee was available was appreciated. *I like the coffee*. For another it was that they *can get coffee when I want it*. Some of the other respondents liked the food itself: *good food*. One person mentioned that they *got two donuts*.

Cleanliness and Safety:

Several respondents noted the safety of the facility. For one it was *safe environment*. For another it was *secure place*. The cleanliness of the facility was mentioned *hospital is clean*.

What could be Improved

There were also many comments about how the services could be improved. Some of these related to the fact that some individuals did not believe they should be held in these facilities.

Misplaced:

There were multiple remarks by individuals who felt that they were misdiagnosed and misplaced in a psychiatric facility. *I have an 8½ year documented history with DMH. In that time, I have not shown a single sign or symptom of a mental disease or defect. I have never taken any medication for a mental disease, nor has any ever been prescribed for me. And in that time there has been no incidence of violence or aggression. Every DMH doctor who has ever examined me has determined that I am not suffering from any mental disease or defect.... I am held on a horrific ward in a maximum security facility where (to quote a recent NAMI newsletter) the conditions' would make a sane person go mad!'. This is an outrage. One person just stated, Send me home.*

Staff:

There were requests for *new staff*. Another requested *honest staff*. For yet another it was *hire better staff*. Some noted a lack of respect on certain shifts *Some evening security aides on ... aren't respectful*. This theme was echoed by others who wanted a *better attitude with staff*. There was a suggestion that the *aides spend more time with the residents*.

Some recommendations were made for the treatment staff. *Get a treatment team that cares and believes what the clients tell them. Sure there are malcontents but we all are not liars. Get staff members that care about the clients not just put in their time and the hell with us.*

More Support and Therapy:

Some wanted more support from the staff. *I wish the staff would talk to us more.* Another wanted *more time with psychiatrist and doctors.* A simple similar response was *have more people talk with me.* One person wanted *individual therapy.* Another wanted *more staff to assist in more groups.* The suggestion was made that *alcohol and drug treatment* be provided. Yet another stated *active psychiatric participation.* One person requested a *Masonic psychiatrist because I am Masonic.*

More Administration Involvement:

One consumer wanted *more administration involvement.* There were some responses that indicated that the consumers wanted the staff to listen to them. *Staff listen more to what the clients say.*

Food:

A frequent comment related to the need for *better food.* Or, as another said, *food could be better.* Another wanted the staff to *back off on diet restrictions.* This was echoed by the response *that I be taken off the heart healthy diet.* For another it was *hotter vegetarian food and more fruit.* Another commented on the cooking oil *I think Andrew Weil M.D. stated that vegetable oil is a carcinogen. I wish they didn't have to use it so much in cooking food in here. I am a vegetarian. It might be better than lard (saturated fat). I know olive oil is expensive. I don't know about canola oil?* For some of the respondents, it was that they wanted *more food to eat.*

Temperature Control:

There were those who wanted *better temperature control* in the facility.

More Activities:

A need for more activities was seen. *They need more recreation staff so we can have more recreation times and classes.* For another it was that the consumers needed access to *computers.* Another wanted *more exercise.* The possibility of having *more free time* was one of the ways that one person saw the service being improved.

Transitioning:

Some saw a need to transition individuals from the facility to the community. *Move more patients out instead of warehousing.* Another wanted *quicker discharge.*

Division of Residents:

For one person there should be a segregation of those with more difficulties. *I feel that patients that are higher functioning should be on wards to themselves and lower functioning violent patients should be on other wards.*

More Funding:

One person wanted more money for people who reside in this facility. *Raise more funding or find ways to motivate others to meet their needs.*

More Personal Monies:

One person noted that they should have more personal money. *Clients should be allowed to keep more in their personal account and be more easily accessible to clients.* Another wanted more money to receive canteen items.

Smoking:

Many wanted more *smoke breaks*. They also wanted *more time outside* to smoke. Another just stated that *cigarettes are expensive*. Several respondents echoed with the response *give back our smoking anywhere*.

Quicker Competency Evaluations:

One person wanted the competency evaluations to be quicker. *I think there should be a way to take a test when you first get here to see if you are competent, or not. I want to go to court and get sentenced for my crime. I want to go to court real soon. The staff are driving me crazy.*

Academic & Living Skills:

Some of the consumers wanted help with living skills. One wanted *help learning to read and write, making change and learning math*. Another wanted *more time learning GED classes*.

Employment:

For one person it was *getting me a job*. Several wanted more money for the work they did *Let me make an honest day pay working*.